

441—130.5(234) Adverse service actions.

130.5(1) Denial. Services shall be denied when it is determined by the department that:

- a. The client is not in need of service, or
- b. The client is not financially eligible, or
- c. The service to be provided is not in the Social Services Block Grant Pre-Expenditure Report, or
- d. There is another community resource available to provide the service or a similar service free of charge to the client that will meet the client's needs, or
- e. In cases other than protective service investigation, the client, parent, or representative refuses to sign the application form, or
- f. The service for which the client is eligible is currently not available; a list of these services will be posted in each local office, or
- g. Funding is not available to provide the service. A list of services not available due to lack of funding shall be posted in each local office.

130.5(2) Termination. A particular service may be terminated when the department determines that:

- a. The specific need to attain the goals and objectives to which the service was directed has been achieved, or
- b. After repeated assessment, it is evident that the family or individual is unable to achieve or maintain the goals set forth in the individual client service plan, or
- c. After repeated efforts, it is evident that the family or individual is unwilling to accept further service, or
- d. The client's income or resources exceed the financial guidelines, or the client no longer meets other eligibility criteria established by the department for the service, or
- e. The service is no longer offered or available from the department, or
- f. No payment or partial payment of client fees has been received within 30 days following the issuance of the last billing, or
- g. Another community resource is available to provide the service or a similar service free of charge to the client that will meet the client's needs, or
- h. The client refuses to allow documentation of eligibility as to need, income, and resources, or
- i. Funding is not available to provide the service. A list of services not available due to lack of funding shall be posted in each local office.
- j. The fee for case management services has not been paid within 30 days of the date on the second invoice sent by the department case management unit to the client. The second invoice shall be sent 30 days after the date of the first invoice if full payment of the fee has not been received.

130.5(3) Reduction. A particular service may be reduced when the department determines that:

- a. Continued provision of service at its current level is not necessary. The department shall determine the level to which the service may be reduced without jeopardizing the client's continued progress toward achieving or maintaining the goal. The client shall be notified of the decision.
- b. Another community resource is available to provide the same or similar service to the client at no financial cost to the client, that will meet the client's needs.
- c. Funding is not available to continue the service at the current level. The client shall be reassessed to determine the level of service to be provided.

130.5(4) Reserved.

130.5(5) Pending changes. Workers shall endeavor to make clients aware of pending changes in services to be provided by social services block grant from one program year to the next, particularly for those services that will no longer be available. This requirement also applies to time-limited services.

130.5(6) Inability of eligible cases to pay fees. After billing or notification of termination and when the client reports in writing the inability to pay the fee due to the existence of one or more of the conditions set forth in the paragraphs below, and the worker assesses and verifies the condition, service shall be continued without fee until the condition no longer exists and the client is able to participate in the current fee for service. The worker shall assess all inability to pay cases to determine whether any case can be charged a reduced fee. The reduced fee shall then be charged until full participation in fees is possible.

- a.* Extensive medical bills for which there is neither payment through the medical assistance program, Title XVIII of the Social Security Act, nor other insurance coverage.
 - b.* Shelter costs in excess of 30 percent of the household income.
 - c.* Utility costs not including the cost of a telephone, in excess of 15 percent of the household income.
 - d.* Reserved.
 - e.* Additional expenses for food resulting from diets prescribed by a physician.
- This rule is intended to implement Iowa Code section 234.6.